

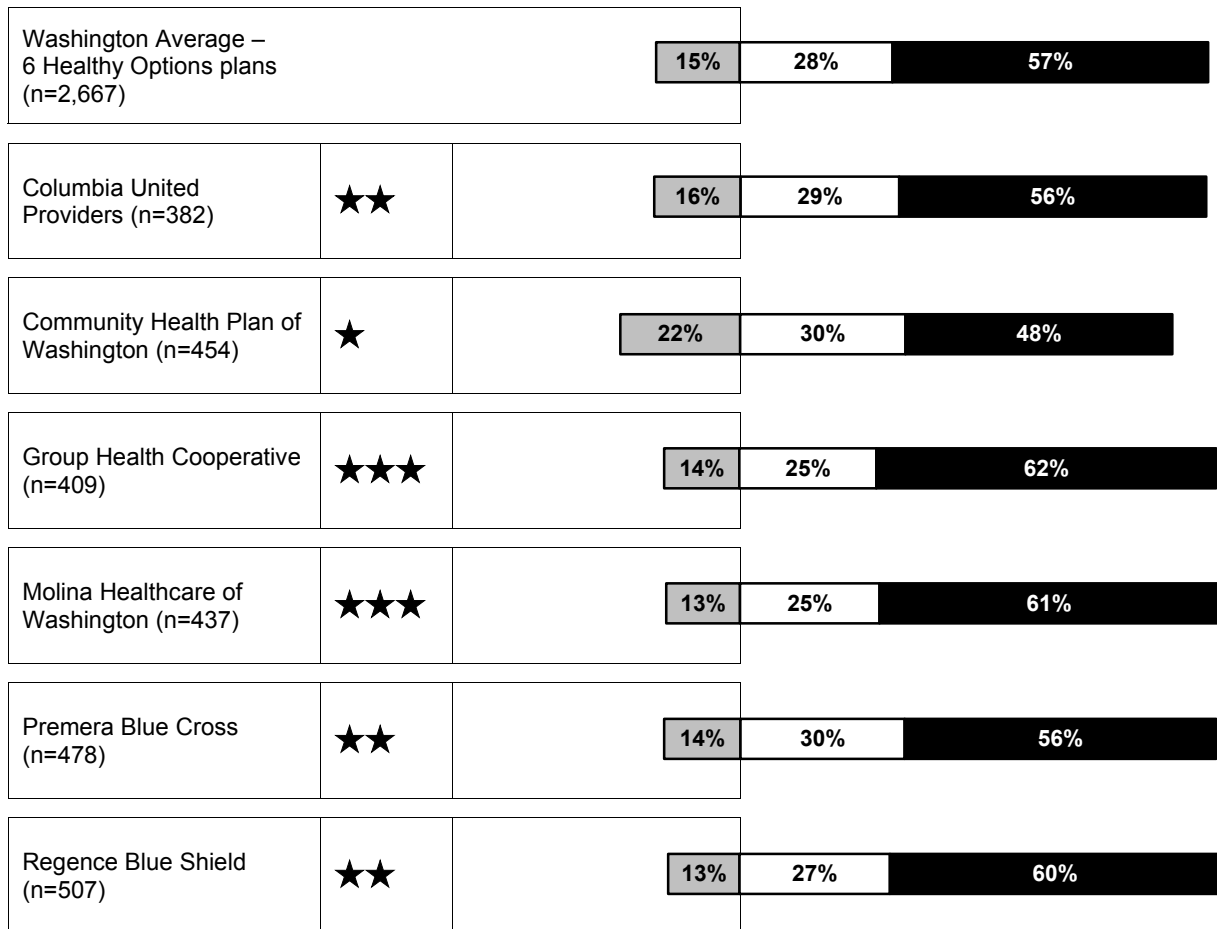
Healthy Options General Child Population

CAHPS Questions

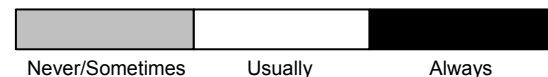
Composite

Getting Care Quickly

This chart summarizes the responses to survey questions 21, 23, 26 and 32 contained in the composite, "Getting Care Quickly." Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

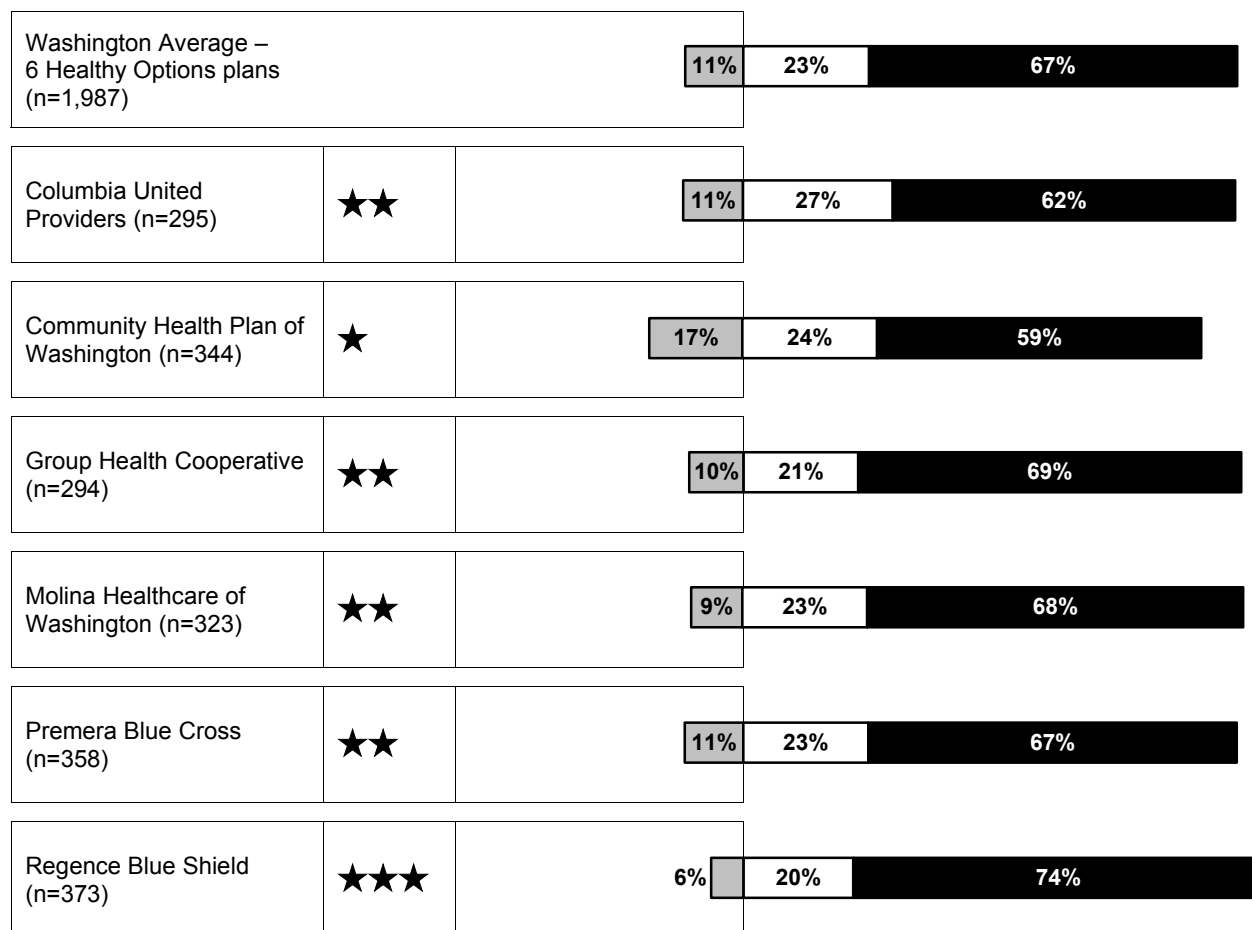
Healthy Options General Child Population

CAHPS Questions

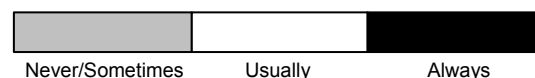
Question 21

Getting Care Quickly

Q21. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
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★	Statistically worse than the Washington average of 6 Healthy Options plans



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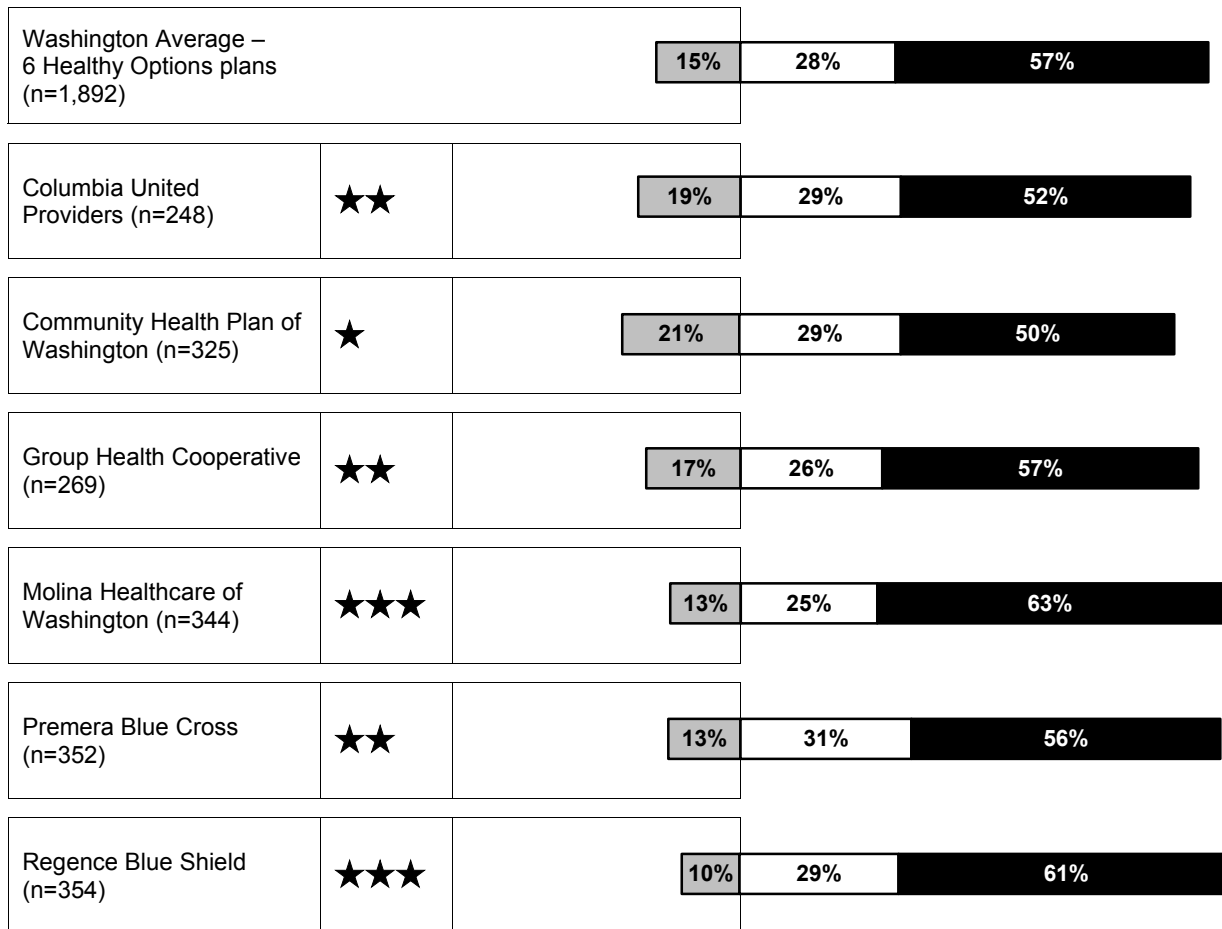
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CAHPS Questions

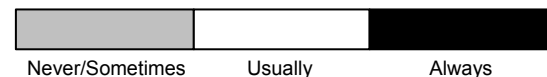
Question 23

Getting Care Quickly

Q23. "In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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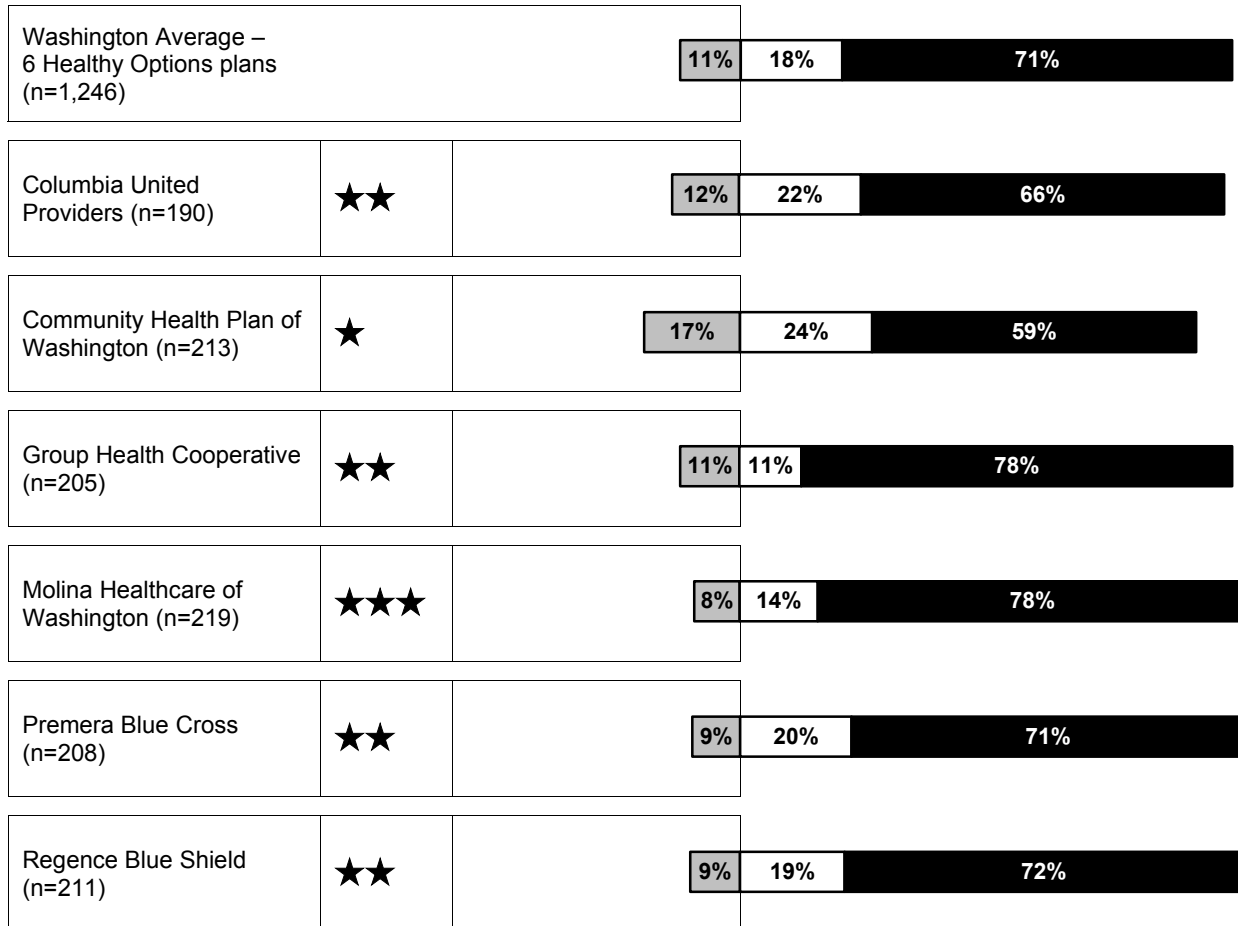
Healthy Options General Child Population

CAHPS Questions

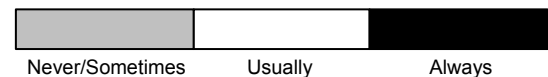
Question 26

Getting Care Quickly

Q26. "In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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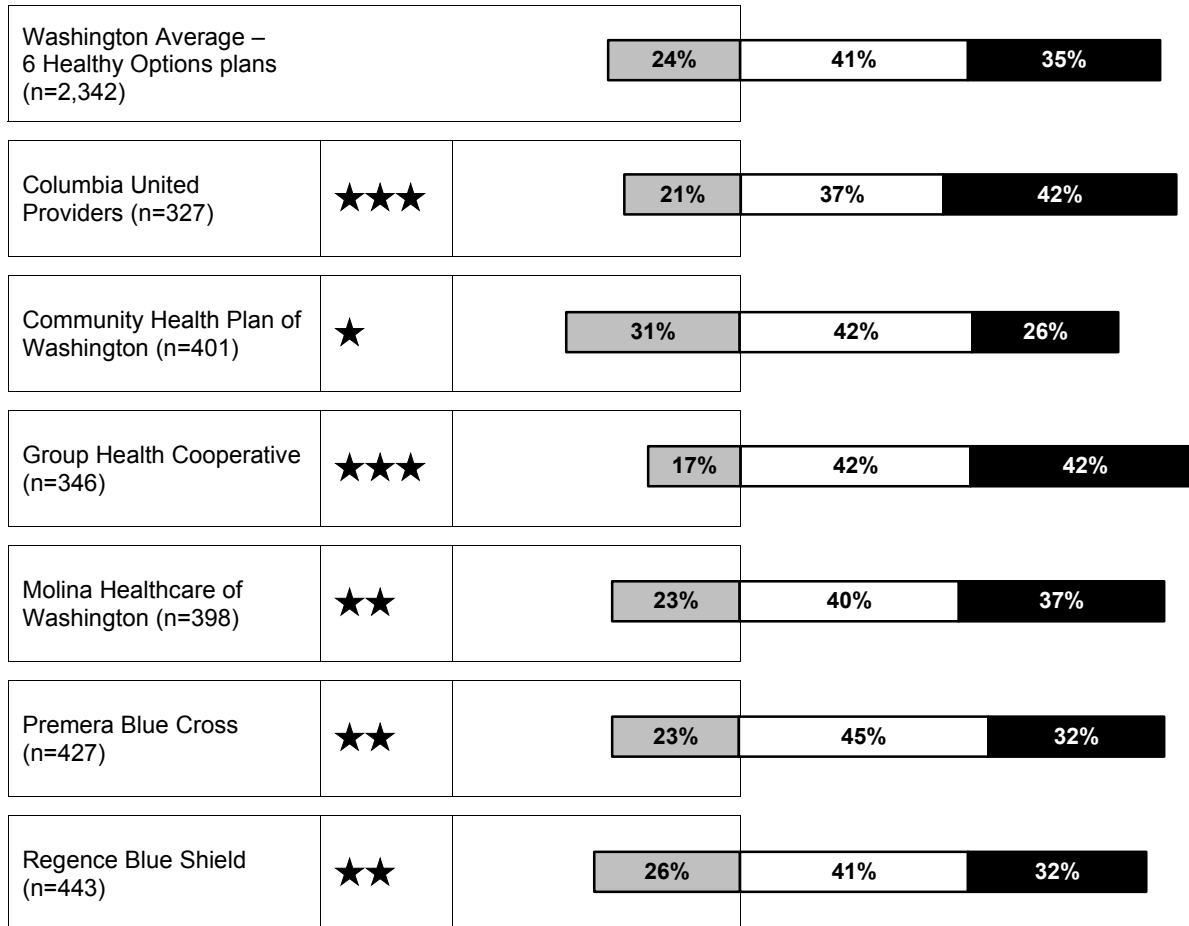
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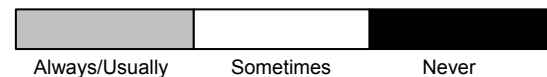
Question 32

Getting Care Quickly

Q32. "In the last 6 months, how often did your child wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person your child went to see?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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